

# STANDARD LIQUOR DELIVERY PROCEDURE

In conjunction with implementation of the revised liquor ordering and transportation operations, effective January 31, 2005, the Iowa Alcoholic Beverages Division adopts the following Standard Liquor Delivery Procedure.

The reasons for implementing the new operating procedure include reducing the potential liability for both licensees and the state while complying with the federal transportation guidelines for the protection of the drivers and the motoring public alike. The new procedures will also significantly reduce expenses while better assuring consistency and uniformity of delivery among all licensees.

The following is an outline for the procedure that will apply to ALL Class E licensees and Iowa ABD drivers:

## ***I. Store Delivery.***

- Iowa ABD drivers will deliver the liquor order into the store.
- Iowa ABD drivers will drop the order at the licensee's designated dock area or in a designated location adjoining the dock area.
- Iowa ABD drivers will NOT transport freight through the store or to display areas.
- Licensees must provide adequate space for the delivery and counting of the order. Iowa ABD drivers will NOT move or rearrange goods, fixtures or material preventing the normal described liquor delivery process.
- As currently practiced, licensees must be on site at the scheduled delivery time. If not, the Iowa ABD driver will call the phone numbers provided and wait a maximum of 15 minutes. At the conclusion of the 15 minutes, the driver will continue on with the rest of the route. Arrangements can then be made to pick-up the order at the state liquor warehouse in Ankeny, Iowa.

## ***II. Product Count.***

- Iowa ABD drivers AND licensees will participate in a bottle and case count. Both the drivers and the licensees will sign the designated paperwork at the conclusion of the count.

- In the event the count indicates a product overage or shortage, the driver will tear down the order and determine the error. The appropriate paperwork will be completed documenting the error, and the driver will continue on with the rest of the route.
- If the count is correct but the licensee later discovers a miss-pick (product over/product short), the licensee will determine the products that are in error and contact the Iowa ABD Order Entry Section. Corrective action will be handled by the Iowa ABD staff. The ABD guarantees corrective action provided the driver AND licensee agree on the case and bottle count.
- Product returns will be handled as usual. Unsaleable products shall be boxed and proper paperwork shall be completed. Unsaleable products, along with merchandise transfers, must be ready for return prior to the Iowa ABD driver's arrival.

### ***III. Hazardous Conditions.***

- Inclement weather and other such road hazards may cause delays in delivery schedules. Every effort will be made to inform licensees of such delays.
- Licensees are responsible for providing a safe work environment for liquor delivery. Adequate snow removal, absence of safety hazards in the delivery area and sufficient aid in counting are examples of components of an ideal safe work environment.



Adopted January 31, 2005